Management of the Environment of Care

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Overview

- Safe, functional, supportive and effective environment
- Strategic and ongoing master planning
- Education of staff
- Implementation of plans
- Measurement of performance

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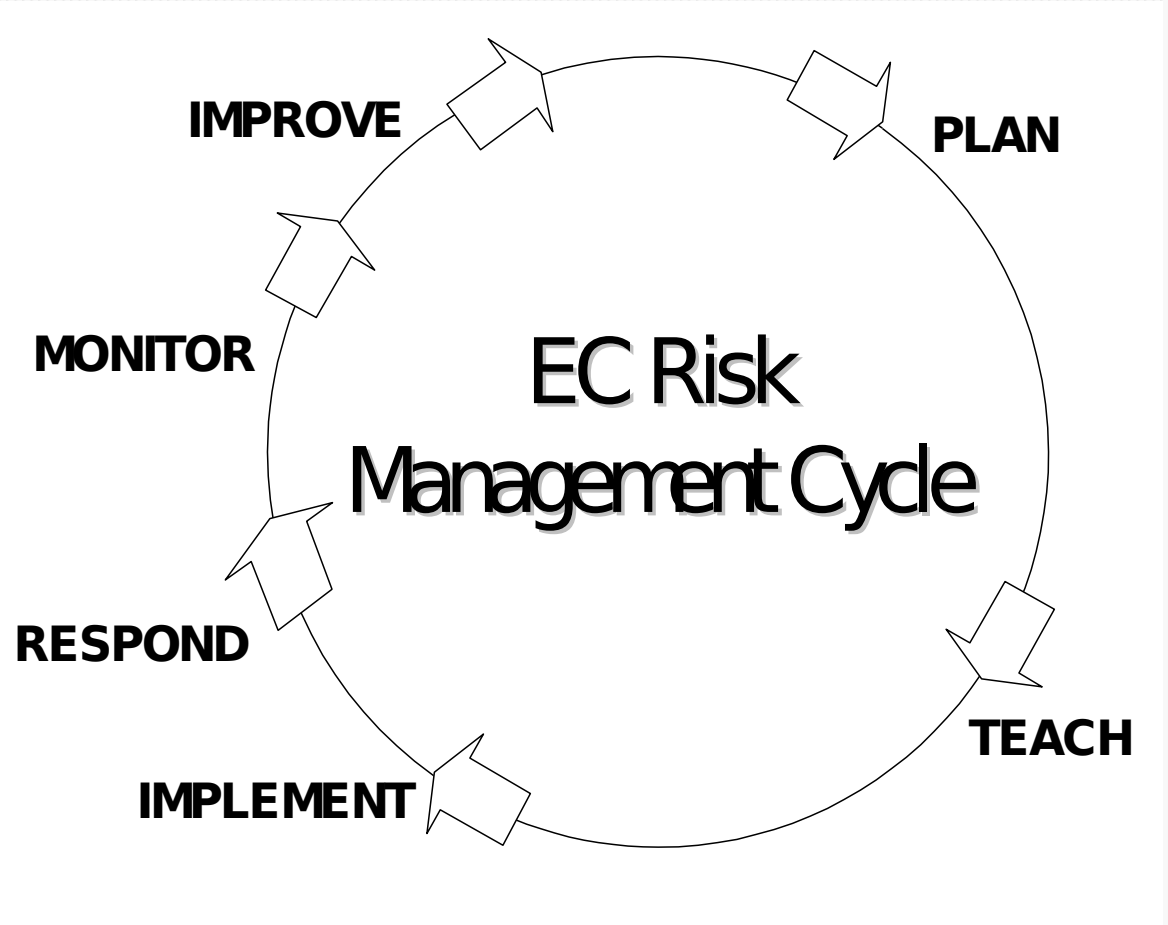
EC Cycle



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Environment of Care Matrix

	Plan	Teach	Implement	Respond	Monitor	Improve
Safety						
Security						
Haz. Mat.						
Emer. Mgt.						
Fire						
Med. Equip.						
Util.						
Constrct.						

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EC.1.10
Manage safety risks

- Challenging standard for HAP, AHC
- Challenging standard for Army
- The organization manages safety risks.
  - Identification of risks and minimize likelihood
  - Develop and maintain a written management plan
  - Identified person(s) to coordinate, implement and monitor
  - Identified person(s) to intervene for life-threatening conditions

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EC.1.10
Manage safety risks (cont'd)

- Conduct *proactive risk assessments*
- Uses identified risks to select and implement procedures and controls
- Establish safety policies and procedures
- Ensure responses to product safety recalls
- Ensure all grounds / equipment maintained

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EC.1.20
Safe Environment

- The organization maintains a safe environment.
  - Conduct environmental rounds:
    - Identify environmental deficiencies, hazards, unsafe practices
    - At least every six months where individuals served
    - At least annually where individuals not served

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EC.1.30
Smoking Policy

- Develop and implement a no smoking policy except in specified circumstances
  - Policy to prohibit smoking
    - prohibits smoking for ambulatory care and child / adolescent clients
    - permits clients to smoke under special circumstances
  - When permitted, clients smoke in designated areas
  - Patients who smoke are discouraged to so do
  - Identified and implemented process for monitoring compliance to policy
  - Strategies to eliminate violations

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EC.2.10
Security

- Organization identifies and manages security risks.
  - Develop and implement a written plan
  - Designated person(s) to develop, implement and monitor
  - Proactive risk assessments
  - Id’d risks are used to select and implement procedures and controls

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EC.2.10
Security

- Identifies people entering facilities
- Controls access to and egress from security sensitive areas
- Identifies security procedures for:
  - Security incidents
  - Infant / pediatric abduction
  - Handling VIP / media
  - Vehicular access to emergency care areas

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EC.3.10 Hazardous Materials and Waste

- Challenging standard for HAP
- Organization manages hazardous materials and waste risks.
  - Develop and maintain a written management plan
  - Creates / maintains an inventory
  - Selection, handling, storage, transport, use and disposal processes
  - Adequate/appropriate space and equipment
  - Monitors/disposes of gases and vapors

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EC.3.10
Hazardous Materials and Waste
(cont'd)

- Emergency procedures for spills / exposures
- Maintains documentation, permits, licenses
- Maintains required manifests
- Properly labels materials and wastes
- Separate storage and processing areas

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EC.4.10
Emergency Management

- Challenging Standard for HAP
- Organization addresses emergency management.
  - *Hazard Vulnerability Analysis*
  - Works with the community
  - Develops and maintains written management plan
  - Plan developed with leaders
  - Specific procedures address:
    - Mitigation
    - Preparedness
    - Response
    - Recovery

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EC.4.10
Emergency Management
(cont'd)

- Processes include:
  - Response and recovery phases
  - Notification of staff
  - Notification of external authorities
  - Identifying and assigning staff
  - Managing specific activities under emergency conditions
- Processes include:
  - Evacuating the entire facility
  - Establishing alternate care site(s)
    - transporting, transferring and tracking patients
  - Identifying care providers
  - Cooperative care planning

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EC.4.10 Emergency Management (cont'd)

- Plan identifies:
  - Back up internal and external communication
  - Alternate roles and responsibilities
  - Alternative means of meeting building utility needs
  - Means for radioactive, biological, and chemical isolation

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EC.4.20 Emergency Management Drills

- Organization conducts regular drills to test emergency management.
  - Testing of response phase of plan twice a year
  - Drills at least four months apart / no more than eight months apart
  - Disaster receiving stations conduct one drill per year including influx of volunteers or simulated patients
  - Participation in community-wide practice drill once per year, where applicable
  - All drills critiqued for deficiencies and opportunities to improve

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EC.5.10
Fire Safety

- Organization manages fire safety risks.
  - Develops and maintains written management plan
  - Identifies and implements proactive processes
  - Inspecting, testing and maintaining fire protection
  - Develops and implements fire-response plan
  - Acquisitions of bedding, draperies, furnishing, decorations

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EC.5.20
Life Safety Code

- Challenging standard for HAP, AHC
- Life Safety Codes used for new and existing buildings.
  - Each building complies with Life Safety Code

    or
  - Equivalency approved by JCAHO
  - Statement of Conditions

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EC.5.30
Fire Drills

- Organization conducts regular fire drills
  - Fire drills conducted quarterly on all shifts
  - Annually if all free-standing buildings business occupancy
  - At least 50% of drills unannounced
  - All staff participate in drills
  - All fire drills critiqued
  - Effectiveness of fire-response training evaluated annually
  - Staff knowledge evaluated during drills

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EC.5.40
Fire-Safety Equipment

- Challenging standard for Army
- Organization maintains fire-safety equipment and building features.
  - Testing of and documentation for:
    - Initiating devices
    - Occupant alarm notification
    - Off-premises emergency forces notification

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EC.5.40
Fire-Safety Equipment

- Automatic extinguishing equipment inspection and testing
  - Fire pumps tested weekly – no flow
  - Fire pumps tested annually – under flow
  - Water storage tank high and low water levels alarms tested semiannually
  - Water storage tank low water temperature alarms (cold weather only) tested monthly
  - Main drain tests conduced annually at all system risers

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EC.5.40
Fire-Safety Equipment

- Fire department connections inspected quarterly
- Kitchen automatic fire-extinguishing systems inspections semiannually
- Carbon dioxide / other gaseous extinguishing systems tested annually
- Portable fire extinguishers identified, inspected monthly, maintained annually
- Standpipe hoses tested appropriately

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EC.5.40
Fire-Safety Equipment

- Fire protection equipment maintained:
  - Fire and smoke dampers at least every four years
  - Automatic smoke detection shutdown devices tested at least annually
  - Horizontal and vertical sliding / rolling fire doors tested at least annually

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EC.5.50
Life-Safety Code

- Organization develops and implements activities during periods when building(s) do not meet LSC
  - Develop policy for ILSM's
  - Written criteria for evaluating deficiencies and construction hazards (see list under EP 2)
  - Implement ILSMs per policy

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EC.6.10
Equipment Risks

- Challenging standard HAP
- Organization manages medical equipment risks.
  - Develop and maintain written management plan
  - Process for selecting and acquiring equipment
  - Risk criteria established to identify, evaluate and create inventory of equipment

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EC.6.10
Equipment Risks (cont'd)

- Identify strategies for operation of equipment
- Define intervals for inspection, testing and maintenance
- Hazard notice and recall process
- Medical device incident reporting process
- Emergency procedures

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EC.6.20 Maintenance, Testing and Inspection

- Challenging standard HAP
- Equipment maintained, tested and inspected
  - Current, accurate, separate inventory
  - Performance and safety testing
  - Life-support equipment
  - Non-life support equipment
  - Performance testing of sterilizers
  - Chemical and biological testing of water

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EC.6.20 Maintenance, Testing and Inspection (cont'd)

- Historical record for instruments
- Performance testing and function checks
- Repairs, replacement and annual maintenance
- Preventative maintenance, periodic testing
- Evaluating analytical measuring equipment
- Automated volumetric equipment
- Temperature and humidity testing
- Temperature controlled spaces and equipment

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EC.7.10
Utility Risks

- Challenging standard HAP
- Organization manages utility risks
  - Written management plan
  - Designing and installing utility systems
  - Establishment of risk criteria for inventory of components
  - Develop strategies for inventory
  - Define intervals for inspection, testing and maintenance

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EC.7.10
Utility Risks (cont'd)

- Emergency procedures
- Mapping distribution of utility systems and labeling
- Minimizing pathogenic biological agents
- Designing, installing and maintaining ventilation equipment

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EC.7.20
Emergency Electrical Power Source

- Organization provides emergency electrical power source per occupancy classification and services
- Adequate and reliable emergency power sources
  - Alarm systems
  - Exit route illumination
  - Emergency communication systems
  - Illumination of exit signs

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EC.7.20
Emergency Electrical Power Source

- As applicable to the organization
  - Blood, bone and tissue storage units
  - Emergency / urgent care
  - Elevators
  - Medical air compressors
  - Medical and surgical vacuum systems
  - Electrically powered life support equipment
  - Operating rooms
  - Postoperative recovery rooms
  - Obstetrical delivery rooms
  - Newborn nurseries

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EC.7.30 Maintenance, Testing, Inspection Utility

- Organization maintains, tests and inspects its utility systems.
  - Current, accurate and separate inventory
  - Performance and safety testing
  - Maintenance of critical components of life support systems
  - Maintenance of critical components of infection control utility systems
  - Maintenance of non-life support utility systems

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EC.7.40 Maintenance, Testing and Inspecting Emergency Power Systems

- The organization maintains, tests and inspects its emergency power systems.
  - Emergency power systems tested:
    - Generator 12 times per year
    - Automatic transfer switches 12 times per year
    - All battery powered lights for egress
    - SEPSS quarterly and annually

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EC.7.50 Maintenance, Testing and Inspection of Medical Gas / Vacuum Systems

- Organization maintains, tests and inspects its medical gas and vacuum systems.
  - Inspecting, testing and maintaining critical components of piped medical gas / vacuum systems
  - Testing when systems installed, modified or repaired
  - Maintaining main supply valve and area shut-off valves

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EC.8.10
Appropriate Environment

- The organization establishes and maintains an appropriate environment.
  - Interior spaces
  - Furnishings and equipment
  - Outside areas for LTC settings
  - Areas clean, safe, functional and comfortable
  - Lighting suitable

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EC.8.10
Appropriate Environment

- Ventilation acceptable
- Door locks and structural restraints
  - Law and regulation
  - Mission and program goals
- Emergency access provision provided to all locked and occupied spaces

  (effective 1-1-05)

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EC.8.30
Managing Design of Renovated, Altered or Newly Created Buildings

- Challenging standard for HAP
- Planning the environment involves the use of rules & regs or guidelines
- Proactive risk assessment for hazards
- Use of risk criteria addressing impact
- Proper controls to minimize impact

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EC.9.10
Monitoring of Environment

- Organization monitors conditions in the environment of care.
  - Process for reporting and investigating issues
  - Assigned individual
  - Ongoing monitoring of actual / potential risk
  - Evaluation of objectives, scope, performance and effectiveness of EC plans
  - Environmental safety monitoring and response activities are integrated with patient safety program

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EC.9.20
Environment of Care Issues

- Organization analyzes identified environment of care issues; develops recommendations
  - Multidisciplinary process for resolving issues
  - Multidisciplinary improvement team meets bimonthly
  - Timely analysis of environment of care issues

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EC.9.20
Environment of Care Issues
(cont'd)

- Recommendations developed and approved
- Measurement guidelines
- Issues communicated to leaders, others for PI
- One or more performance improvement activities communicated annually
- Environmental safety issues communicated to safety program

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EC.9.30
Environment of Care Improvement

- The organization improves the environment of care.
  - Staff participate in implementing recommendations
  - Staff monitor effectiveness of recommendations
  - Measurement results reported to leaders
  - Measurement results reported to multidisciplinary team
  - Results reported to safety program

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Example Hospital Survey – Day 1

Time	Physician	Nurse
8:00 – 8:30 a.m.	Opening Conference and Orientation to Organization	
8:30 – 9:00 a.m.		
9:00 – 9:30 a.m.	Surveyor Planning Session	
9:30 – 10:00 a.m.		
10:00 – 10:30 a.m.		
10:30 – 11:00 a.m.		
11:00 – 11:30 a.m.	Individual Tracer Activity	Individual Tracer Activity
11:30 – 12:00 p.m.		
12:00 – 12:30 p.m.		
12:30 – 1:00 p.m.	Surveyor Lunch	
1:00 – 1:30 p.m.	Individual Tracer Activity	Individual Tracer Activity
1:30 – 2:00 p.m.		**Life Safety Code® Building Tour**
2:00 – 2:30 p.m.		
2:30 – 3:00 p.m.		
3:00 – 3:30 p.m.		
3:30 – 4:00 p.m.	Special Issue Resolution	
4:00 – 4:30 p.m.	Surveyor Team Meeting / Planning Session	

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Life Safety Assessment

- This activity is conducted at same time when tracing how particular risk is managed by HCO
- It occurs after SOC has been reviewed and signed in Survey Planning session.
- Future
  - May be guided by enhanced BBI document
  - Building engineers part of survey team

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Environment of Care Tour

- Similar to Current Process
  - Modified Focus Based
    - EC Session 1
    - EC Session 2
    - Input from all surveyors

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Example Hospital Survey – Day 3

Time	Physician	Nurse
8:00 – 8:30 a.m.	Leadership Session	
8:30 – 9:00 a.m.		
9:00 – 9:30 a.m.	Individual Tracer Activity	Competence Assessment Process
9:30 – 10:00 a.m.		
10:00 – 10:30 a.m.		**Environment of Care Session**
10:30 – 11:00 a.m.		
11:00 – 11:30 a.m.		
11:30 – 12:00 p.m.		Individual Tracer Activity
12:00 – 12:30 p.m.	Surveyor Lunch	
12:30 – 1:00 p.m.	Medical Staff Credentialing and Privileging	Individual Tracer Activity
1:00 – 1:30 p.m.		
1:30 – 2:00 p.m.	Surveyor Report Preparation	
2:00 – 2:30 p.m.		
2:30 – 3:00 p.m.		
3:00 – 3:30 p.m.		
3:30 – 4:00 p.m.	CEO Exit Briefing and Organization Exit Conference	
4:00 – 4:30 p.m.		

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EC Session

- Purpose
  - Interactive assessment through discussion with key personnel
    - Traces an organizations system (s) for managing risk in environment
- Goals
  - Identify vulnerabilities and strengths in HCO processes
  - Begin to identify, or determine action (s) necessary to address any identified vulnerabilities

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EC Session

- Goals
  - Begin assessment, or determine HCO's actual degree of compliance with relevant standards
  - Identify EC processes requiring further evaluation of implementation
  - Identify issues requiring further exploration

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EC Session

- Activities or Process
  - Discussion organized around management processes; not EC risk categories
  - Documents (EC management plans, monitoring data, annual evaluations) only in support of their discussion
  - Complex organizations with decentralized EC management activities at remote sites

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Questions?

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